

Environmental Services

Seminole County

Administration

Water and Sewer Billing

Mission

To provide the highest quality water and wastewater utility services possible, ensuring excellent responsiveness to our customers/users of our systems through timely and accurate customer service efforts.

Business Strategy

Water and Sewer Billing functions include directing, coordinating and performing the County billing, collection, and accounting for the Water & Sewer and Solid Waste Enterprise Funds. The Division prepares and maintains operating and capital budgets, financial reports and other fiscal data pertinent to the Enterprise Funds operations and provides assistance to County customers in all matters related to the water and sewer and solid waste collection service provided by the County.

Objectives

Efficiently and effectively perform billing and collection functions for the Enterprise Funds.

Maintain effective public relations with customers, bond holders, and other interested parties.

Manage County funds and other resources most efficiently.

Track and monitor performance measures consistent with the water and billing program.

Performance Measures	FY 01/02 Actual	FY 02/03 Estimated	FY 03/04 Projection	FY 04/05 Projection
Meter Team				
Number of meters read monthly	27,707	30,325	32,300	33,900
Total Cost per meter read per month	\$0.32	\$0.35	\$0.38	\$0.35
Customer Accounting Team				
Utility bills rendered monthly	26,100	28,600	30,400	32,000
Number of days variance (scheduled to actual)	2.3	2.0	2.0	2.0
Cost per bill	\$0.43	\$0.42	\$0.60	\$0.60

